Intermediation Digital Mailbox

Special Terms and Conditions Applicable commencing 1 Oct 2025

This service is provided by PostNord Strålfors AB (reg. no. 556102- 9843). Other subsidiaries of PostNord Group AB (reg. no. 556128-6559) may be authorized to enter into agreements on PostNord Strålfors AB's behalf. However, PostNord Strålfors AB is always the party contracting with the Customer. "Strålfors" in these Special Terms and Conditions, as well as the price appendix and any other agreed appendices related to this service, shall always mean PostNord Strålfors AB.

The service Intermediation Digital Mailbox means that Strålfors intermediate digital messages and documents (E-messages) to Digital Mailboxes.

The Service is provided pursuant to these Special Terms and Conditions as well as to the terms of the specific Customer Assignment (the "Customer Assignment).

Unless otherwise stated in these Special Terms and Conditions or agreed separately with Strålfors, the PostNord Strålfors General Terms and Conditions (the "PNSGTC"), applicable from time to time, shall apply.

Definitions

User: User who has a valid account for with a digital mailbox operator.

Agreement: The Customer Agreement, Special Terms and Conditions applicable from time to time and PostNord Strålfors' General Terms and Conditions (the "PNSGTC") as well as the appendices included therein and any other agreed contract documents.

Business Day: A weekday, which is not a public holiday or customarily full or partial days in the country in which the Service is provided.

Customer Assignment: An appendix to the Agreement which defines Strålfors' assignment and specifies the Customer's undertakings.

Digital Mailbox: a personal secure digital mailbox where private individuals can receive, manage and archive electronic messages and documents from companies, authorities, organizations etc.

Digital Mailbox Operator: Supplier of a personal secure digital mailbox where private individuals can receive, manage and archive electronic messages and documents from companies, authorities, organizations etc.

E-message: Electronic message and document.

Mina Meddelanden: Infrastructure for intermediation of E-messages from public sector to Digital Mailbox Operators.

Production Documentation: The Customer's material in physical or electronic form which constitutes the applicable edition and basis for provision of the Service.

Sender: sender of electronic messages and documents.

PNSGTC: PostNord Strålfors' General Terms and Conditions applicable form time to time, available according to section 9.

1 Scope of the Service

1.1 Base Service

The Service includes intermediation of E-messages to Digital Mailboxes. Intermediation from public sector is managed through Mina Meddelanden and Intermediation for private companies, are made available by Strålfors to from time to time connected Digital Mailbox Operators, according to the Customer Assignment.

The service includes integration, lookup service, conversion, as well as mediation of message to Mina Meddelanden or from time to time to Strålfors connected Digital Mailbox Operators, according to the Customer Assignment.

Price for the Service is charged according to price appendix, applicable from time to time.

1.2 Document Layout

Strålfors carries out formatting of production document in accordance with the Customer Assignment and chosen output format.

1.3 Customer support

Strålfors provides a support function in relation to the Service to which the Customer may report errors in the Service. Through the support function, Strålfors also assists the Customer to a reasonable extent with responses to questions regarding the Service and enquiries regarding sent and received documents.

Unless otherwise agreed or notified, Strålfors' support function is staffed during hours published according to section 9 below.

Strålfors is at all times entitled to charge for time spent on support outside the times set forth above or where Strålfors performs any specific, with Customer agreed, activity or measure. In such cases, compensation shall be paid for actual time expended in accordance with Strålfors' price appendix applicable from time to time.

1.4 Operations

The Service is normally in operation and staffed twenty four (24) hours a day, seven (7) days a week. Strålfors does not warrant that the Service is free from error or disruption.

2 Optional services

The following options are available for the Customer, provided that the customer is connected to the Service. Options for the service are charged in accordance with Strålfors' price appendix applicable from time to time.

2.1 Extended customer support

This option entails that Strålfors undertakes to provide support to the Customer in matters which exceed the support function offered by Strålfors as a part of the standard service. The following are examples of what the extended support function may contain:

- support to the end users of the Service;
- administration of the Customer's administration interface;
- extended service hours for the support service: and/or
- fixed deadlines for support measures.
- technical monitoring of the Customer's flows

The agreement on extended support, as well as the extent thereof, is set out in the Customer Assignment. The Customer will be charged a fee for the extended support in accordance with Strålfors' price appendix, applicable from time to time.

3 Strålfors' undertakings

Strålfors shall provide the Service as described in detail in the Customer Assignment in accordance with these Special Terms and Conditions and Strålfors General Terms and Conditions (PNSGTC).

3.1 Intermediation of E-messages

Strålfors shall specify the technical conditions that apply for intermediation of the Customers E-messages as stated in the Customer Assignment. Communication and document specifications shall be provided by Strålfors, where applicable.

3.2 Prerequisites for Connection

Strålfors connects the Customer in the manner set forth in the technical prerequisites and requirements set forth in the Customer Assignment. The Service is placed into production when the technical prerequisites are met by both parties, the tests agreed in the Customer Assignment are correctly performed and no material defects remain.

If Strålfors finds that necessary information from the Customer for connection is missing, or that the Customer has not taken necessary measures for connection, Strålfors shall be entitled to suspend connection until the necessary information is provided or necessary measures are taken.

A fee is charged for connection of the Service according to Strålfors' price list applicable from time to time.

Strålfors shall be entitled to charge a separate fee for reasonable time expended in conjunction with connection of a Customer or in the event of delays attributable to the Customer, for example late deliveries, or in the event any other activity or measure which Strålfors takes according to a separate agreement with the Customer. Compensation shall be charged per hour pursuant to the hourly rate set forth in Strålfors' price appendix applicable from time to time.

If the Customer wishes to make changes which entail that the connection, in whole or in part, needs to be remade, Strålfors shall be entitled to compensation pursuant to the hourly rate applied by Strålfors from time to time. Changes must be agreed in writing between the parties in the Customer Assignment.

3.3 Delivery time

Delivery time to set-up the Service in production is defined in the Customer Assignment.

4 The Customer's undertakings

The Customer shall perform the obligations stated in these Special Terms and Conditions as well as any undertakings other than those addressed herein which can be required of the Customer and are stated, for example, in the Customer Assignment or SGCT.

4.1 General

The customer shall fulfill the obligations stated in these Special Terms and other commitments not stated here which may owe the Customer and can be seen from, for example, the Customer Assignment or SGCT.

Customer may use the Service only for those purposes and to the extent specified in the Agreement and Special Terms for the Service.

To get the right to use the Service, the customer shall have agreement with Mina Meddelanden, Mail Box operators or Strålfors regarding Digital Mailboxes. These agreements should be documented in the Customer Assignment.

The customer is responsible for the content of the E-message that is sent from the Customer to the User.
In the same way as for regular physical mail, the User is responsible to take notice of the content in accordance with agreement between the User and the Digital Mailbox Operator.

The Customer agrees not to use the Service on such means that Strålfors or others suffer from inconvenience or damage.

The Customer agrees that the Service may not be used to issue or confirm a User's identity via Digital Mailbox Operators login, so-called ID switch. By ID switching means that the Customer uses a secure identity, such as via mobile BankID, to issue a new identifier that can be used independently e.g. for login.

Customer understands and agrees to that a User at any time may notify the Mailbox Operator that the user no longer wish to receive e-messages from the customer and in that case the Customer is prevented from transmitting e-messages to the User via the Service.

The customer undertakes to keep Strålfors harmless to all Costs and all other damages incurred by Strålfors because the Customer has used the Service in violation of the Agreement, Special Terms and Conditions, and PNSGTC.

All material, data, texts, images etc. provided by the Customer to Strålfors or stored at Strålfors or in any of the service is defined as Material as defined in PNSGTC and subject to the terms of Materials in PNSGTC.

4.2 Authorization

The Customer undertakes to maintain and apply procedures for processing authorizations which have been granted to ensure that no unauthorized person can gain access.

4.3 Connection

At start-up tests of connection to the Service shall be carried out. The Customer shall ensure that all programs and connections according to the Customer Assignment are required for connection of the Service have been installed and tested at the time of entry in to production and that the Customer's employees having the necessary competence are present and available to Strålfors for the connection of the Service.
The Customer may begin using the Service only when Strålfors has received a complete, signed Agreement and the agreed tests have been performed and approved.

If the Customer does not fulfill its obligations pursuant to the plan for entry into production, Strålfors shall be entitled to hourly compensation for reasonable spent time in accordance with the Strålfors' price appendix applicable from time to time.

4.4 Changes

The Customer shall be entitled to demand changes to the Customer Assignment to the extent such changes concern options or changes to the Service. The parties shall agree upon any changes in writing and, if so required by the parties or when the extent of the change so necessitate, a new Customer Assignment shall be drawn up.

Strålfors shall confirm the change by implementing it and by informing the Customer of the change. Strålfors shall charge the Customer for the change in accordance with the Strålfors price appendix applicable from time to time.

If the Customer wishes to change its connection to the Service, Strålfors must be informed thereof in sufficient time before the entry into force of the change so Strålfors, providing that Strålfors accepts the change, is able to perform the necessary measures. The Customer shall reimburse Strålfors' costs in connection herewith and pay charges and fees in accordance with Strålfors price appendix, applicable from time to time.

Strålfors reserves the right to implement changes to operating methods, technical specifications, systems, hours of business, structures etc. after having informed the Customer of such changes. If the change, in Strålfors assessment, will affect the Customer, Strålfors shall notify the Customer of the change before the implementation thereof. The Customer shall be given reasonable notice of such changes, taking into account the nature of the change.

4.5 Production Documentation

The Customer shall provide Production Documentation as agreed in the Customer Assignment and in accordance with the other documentation provided by Strålfors. The Customer shall be responsible for the timely delivery of the Production Documentation, as well as for that it is complete and accurate. The Customer shall also be responsible for ensuring that the Production Documentation reaches Strålfors.
The Customer shall ensure that the Production Documentation does not violate, in any way, applicable laws, statutory instruments, and regulations of public authorities, or contain data which may damage Strålfors' equipment or software or may cause Strålfors to incur loss in any other way.
Strålfors shall have no liability whatsoever for delays or errors which may arise due to the Customer's failure to fulfil the foregoing requirement or because the Customer has otherwise submitted the Production Documentation erroneously or late.

Where the Production Documentation is so incomplete or erroneous that Strålfors is of the opinion that production is not possible, Strålfors shall contact the Customer to give it the opportunity to supplement the Production Documentation or submit new Production Documentation. The Customer shall compensate Strålfors for time spent which is a result of incomplete, erroneous, or late Production Documentation at hourly rates in accordance with Strålfors' price appendix applicable from time to time.

4.6 Personal security number in production document

A prerequisite for processing transactions in Digital Mailbox is that a complete personal security number will be sent to Strålfors in the production base. The personal number must be complete with the digit of the figure YYYYMMDDNNNN. In those cases, the Customer has commissioned Strålfors to add century to the production document, the Customer is responsible for any incorrect deliveries, rejects or similar with associated document handling.
There may be exceptions to this prerequisite if processing of transactions in Digital Mailbox allows identifiers other than social security numbers. In this case, the customer must provide another identifier according to the specification of the Digital Mailbox.

4.7 Customer Assignment

The assignments covered by the Agreement are set forth in the individual Customer Assignment which is appended to the Agreement. If the Customer during the term of the Agreement wishes to add new Customer Assignments, and this would entail changes, which, in Strålfors' assessment, have an impact on the basis for agreed prices and terms and conditions of the Agreement, adjustment shall be made in a written supplemental agreement.

4.8 Liaison

The Customer shall appoint a person to function as liaison in respect to Strålfors. The Customer shall immediately inform Strålfors of any change of the liaison.

4.9 Approval of the Digital Mailbox operator's terms and data processor agreement

In order for the connected sender to meet the requirements imposed on data controllers as set out in the EU General Data Protection Regulation (GDPR), the sender must agree to the terms of each Digital Mailbox and where applicable data processor agreement. These agreements are adapted for the service offered by each Digital Mailbox.
Note that the connected sender is the company that is data controller independently of what company intermediates the document to the Digital Mailbox.
The connected sender is required to approve these terms before Strålfors can start the distribution to the respective Digital Mailbox.

For Kivra this is done according to the instructions on website:
Villkor - Kivra.se

For Billo this is done according to the instructions on the web-site: Villkor-Billo

For Mina Meddelanden an agreement must be concluded according to the instructions on website https://www.digg.se/digitala-tjanster/digital-post/digital-post-for-dig-som-offentlig-aktor

For the processing of personal data that Strålfors performs on behalf of the Customer, in the process and intermediation of the Customer's e-messages, the data processor regulation in PNSAV applies.

5 Shutdown

Strålfors shall be entitled to shut down its production system for service and upgrades which, to the greatest possible extent, will be scheduled at times that do not affect performance of the Service. If possible, the Customer shall receive advanced notice of any planned shutdown.
The Customer is aware that the Services, from time to time, may be unavailable as a result of planned and/or unplanned shutdowns for necessary service and maintenance of the Services and/or Strålfors' systems. Strålfors shall not be liable for errors or delays during such shutdowns.
To avoid obstructions to the production process, Strålfors shall ensure that procedures for making backup copies are in place.
To the extent the Customer's use of the Service causes technical or other problems for Strålfors or another customer, Strålfors reserves the right to limit the use or to end the Service with immediate effect.

6 Terms of Payment

Connection of the service is invoiced in stages upon completion of each step, as agreed in closer detail in the Customer Assignment and in accordance with the agreed payment plan. Monthly fees are invoiced in advance.

7 Liability

The SCTC contain applicable terms and conditions regarding liability.

In case the Customer requires renewal of production or investigation to confirm an error, the customer suspects to be caused by Strålfors but which appears to be caused by the Customer or that turns out that there is no fault, Strålfors is entitled to charge a compensation for the additional measure according to Strålfors' price appendix applicable from time to time.

Subject to the agreement, Strålfors´ responsibility for the Service is limited to digital intermediation of information and electronic documents, including but not exclusive e-messages, between the Customer and the User according to the Agreement and the General Terms that applies between the Digital Mailbox Operator and the User.

Strålfors is not responsible for any information and electronic documents, including but not exclusively E-messages, which is transferred from the User to the Customer, or for any actions taken by Users Within the framework of services provided by the Customer. This is the responsibility of the User and Customer, respectively.

7.1 Faults and shortcomings regarding electronic communication

7.1.1 Right to remedy and more

If the assignment is not performed according to the Customer Assignment and this is due to errors in any of the services provided by Strålfors, Strålfors has the right to, after being pointed out by the Customer and of own choice, either rectify the error or resend the documents. The customer is aware that resending of documents can result in

that the recipients get two (2) identical documents. If Strålfors corrects errors or resend the document and this leads to any delay in the document shall the provisions of the point of delay below not be applicable.

If the Customer demands renewed production or investigation of an error the Customer suspects to be attributable to Strålfors, but which proves to be attributable to the Customer or where there is no error at all, Strålfors shall be entitled to compensation for the additional measures pursuant to Strålfors price appendix applicable from time to time.

The customer is obliged to make claims for compensation to Strålfors no later than fifteen (15) days after the error or the defect has been discovered or should have been discovered. If the Customer neglects to do this the customer looses the right to make the claim.

7.1.2 Delay

In case of deviations from specially agreed delivery time (Delivery delay) incurred by Strålfors the Customer has the right price deduction, for the Service the error applies, as corresponds to the price paid by the Customer for the late documents. However, the deduction of the price will only be paid if the delay can is considered to cause significant inconveniences for the Customer and provided that the Customer has not already received compensation according to section 7.1.1 above.

8 Premature termination

PostNord Strålfors shall be entitled to terminate the Agreement immediately if any agreements with third party providers are terminated or any other agreement with supplier/partner who is used to provide the Service to the Customer is terminated.

9 Publication of service-related documents, including Customer Terms and Conditions

On the websites stated below, are published, for each country, the technical manuals and other service-related documents as well as Customer Terms and Conditions, i.e. the Special Terms and Conditions for each service and the PNSGTC, each applicable from time to time. Service-related documents and Customer Terms and Conditions published in accordance with the list below are applicable in the country in which the Service is provided by Strålfors in the language in which the Agreement is drafted.

Denmark: www.stralfors.dk/vilkaar
Finland: www.stralfors.fi/ehdot
Norway: www.stralfors.no/vilkar
Sweden: www.stralfors.se/villkor